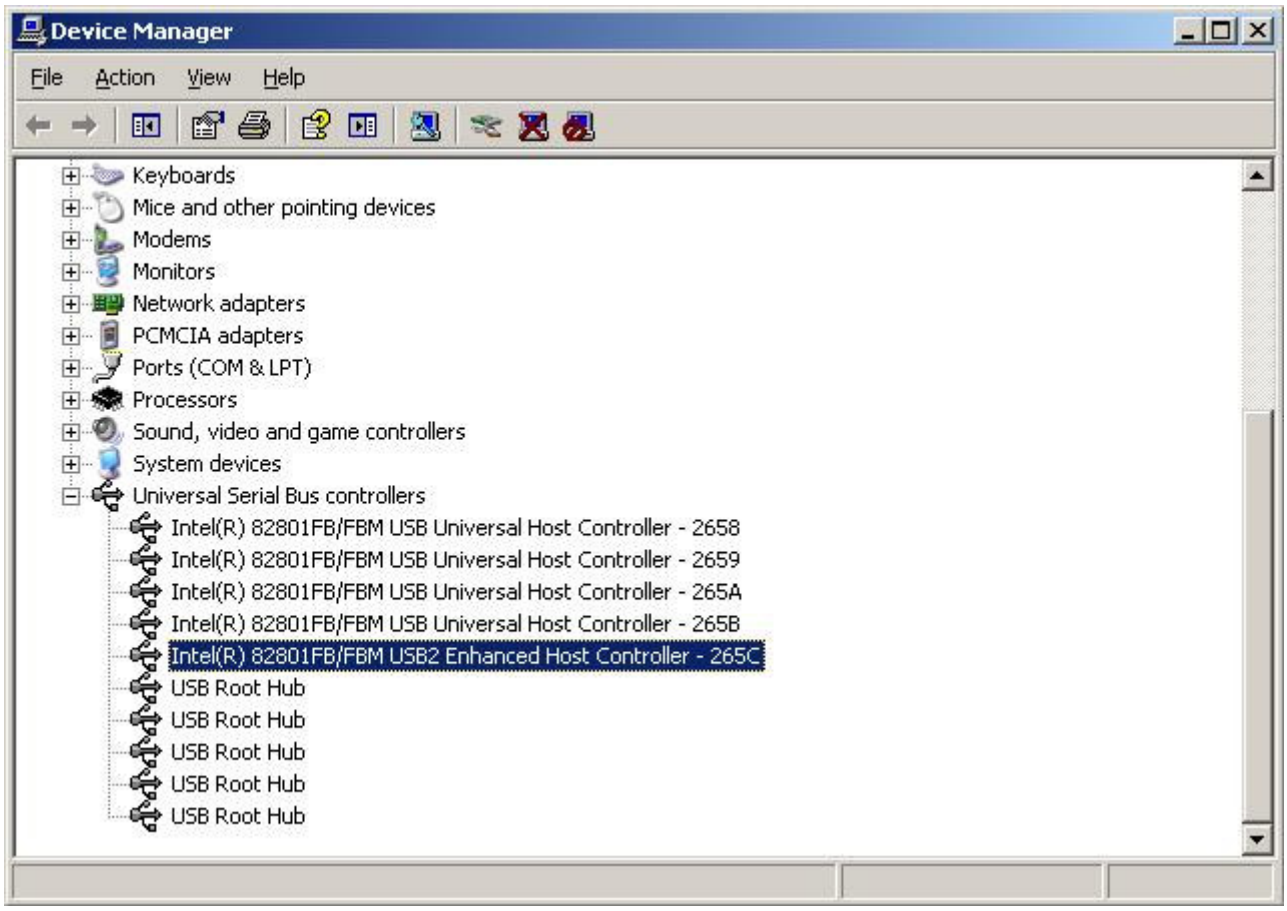
Troubleshooting installation of Digital Capture Devices

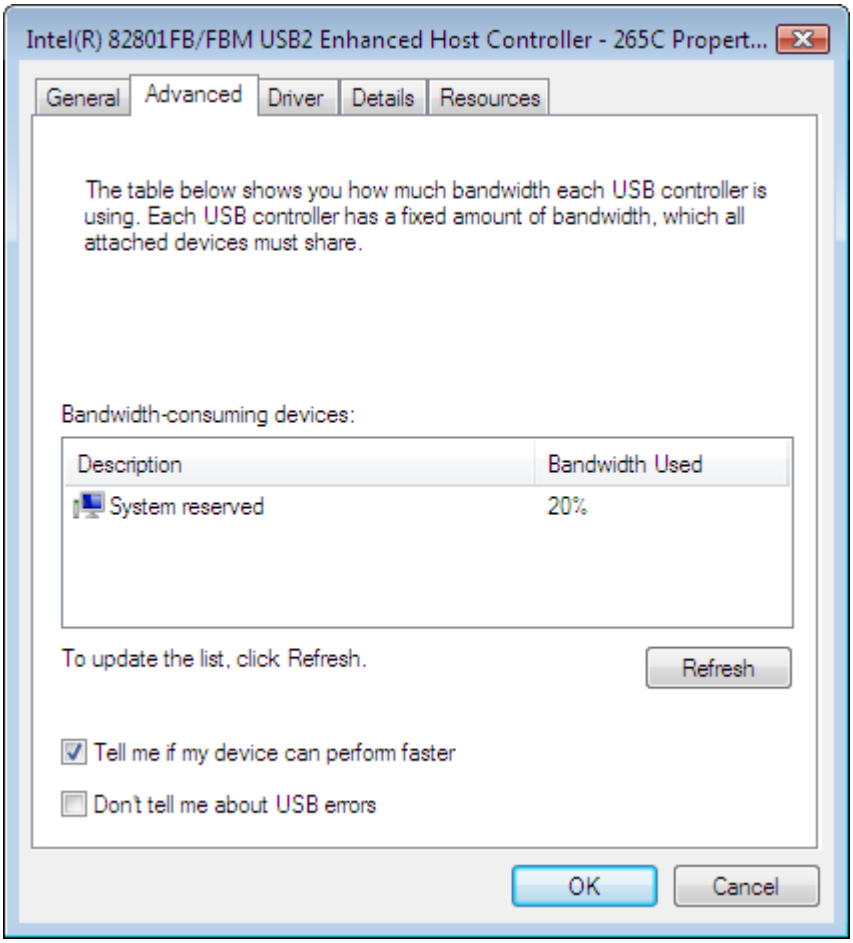
Q: Does my computer have USB 2.0 ports or not?
A: There is an easy way to know USB 2.0 was released in 2001, so if you bought your PC before then, you don't have USB 2.0 on your computer. You could also check the specifications of your computer or go to the Device Manager and checking under the Universal Serial Bus controllers option. If your controllers are **Enhanced** or have **USB2** on the list, it is **USB2.0**

To get to Device Manager
XP – Go to Start – Right click on My Computer – Left click on Properties
Then click on the Hardware tab, then the Device Manager button

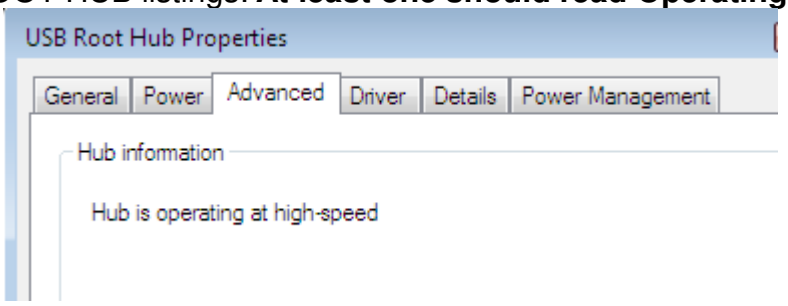
VISTA - Go to Start – Right click on Computer – Left click on Properties
In the window that opens on the left side under Tasks click on Device Manager



NOTE: If your ports are listed as **standard** with no identifying brand name such **INTEL** or **SiS** or **VIA** for Example: then a generic hardware driver may be in use, to verify the speed of your ports double click on the first Host controller then click on the Advanced Tab is the system reserve 20%, do this for ALL Host controllers listed, if none of them state 20% as in this example:



Also check the ROOT HUB listings: **At least one should read Operating at High speed**



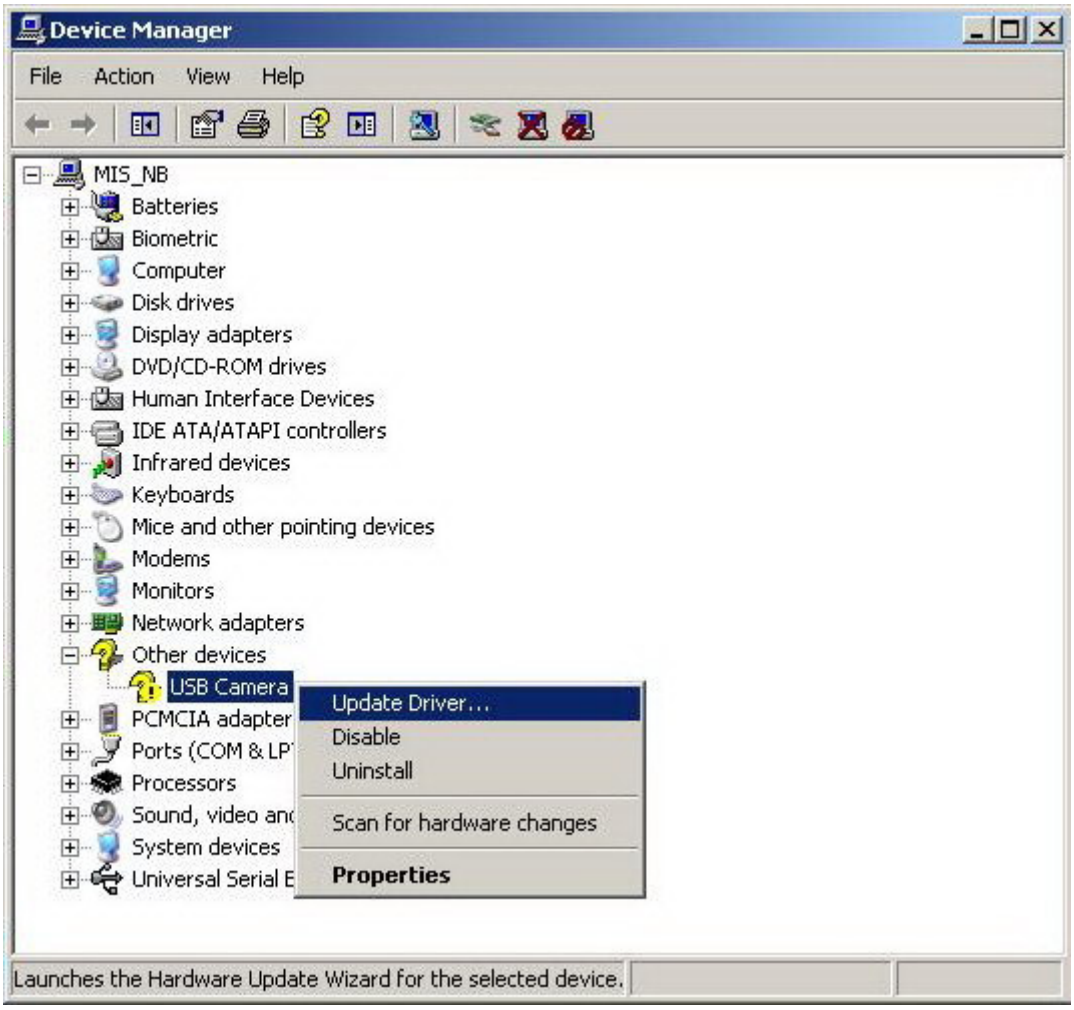
If they only specify Full Speed this is not sufficient and is not compatible with the scanning hardware

USB 2 - PCI add in cards NOT SUPPORTED

Q: My pc can not detect the scanner "Unable to communicate"

A: Please follow these directions for installation of the scanner.

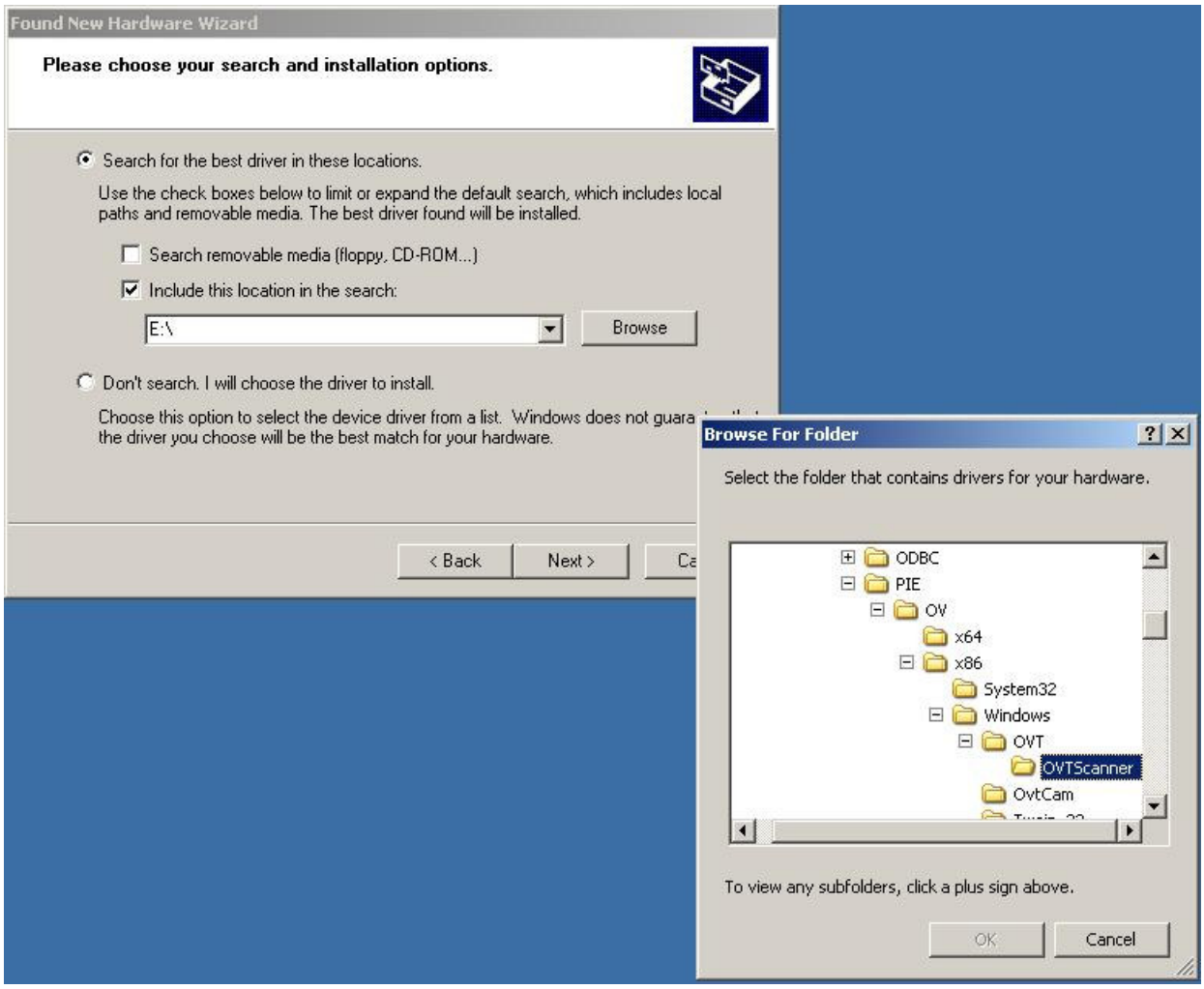
1. Install the Cyberview CS driver for the scanner without connecting the device to your PC. Reboot the computer, then connect the scanner
2. Next go to Device Manager to check if the scanner is installed correctly or not? If it was not, please follow these next steps to install it properly.



a. Find the USB Camera in the Device Manager and Right click your mouse then Left click on Update Driver.

(please note VISTA users your screen may differ slightly)

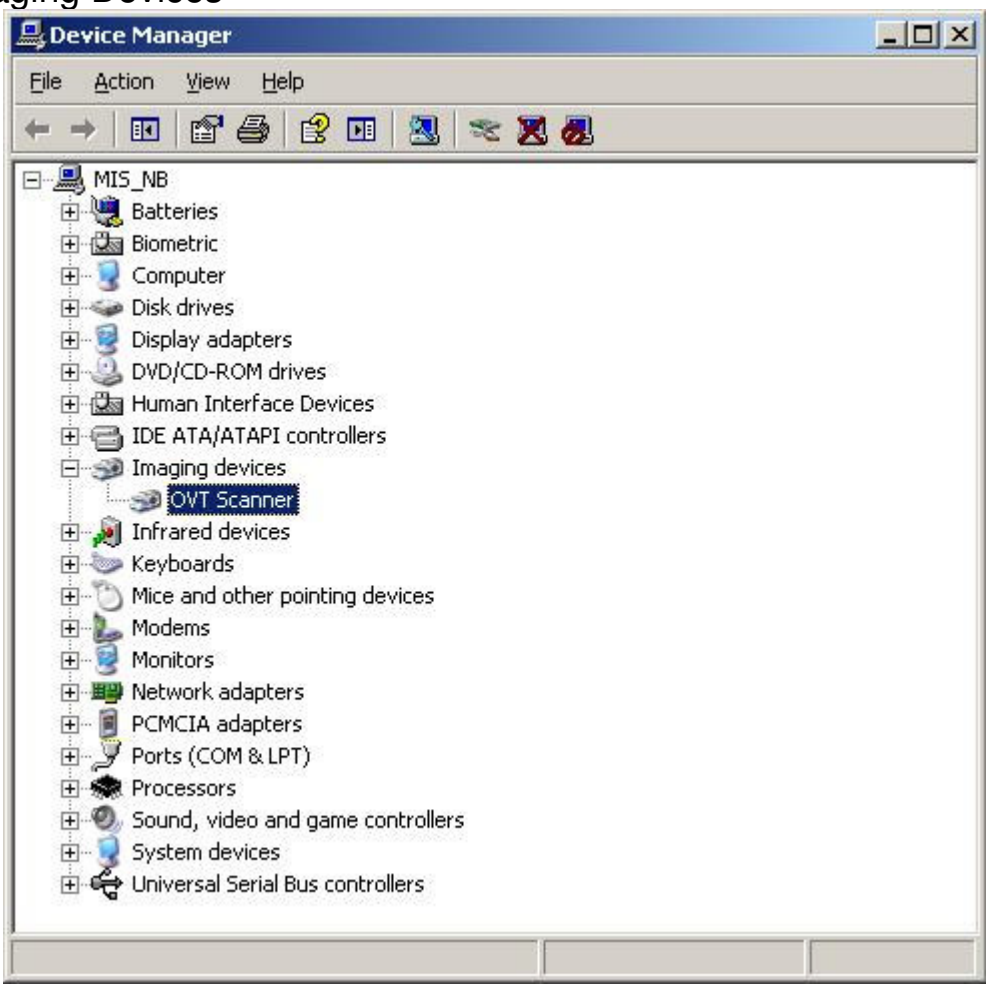
b. Select install from a list or specific location {Advanced}.



c. Un-check Search removable media and Check Include this location in the search. Then click the Browse button and browse to the path (**C:\Program Files\Common Files\PIE\OV\x86\Windows\OVT\OVTScanner**) the

location of the CyberView CS hardware driver and finish the installation. (If your system is 64bit OS, please select x64 instead of x86.)

3. You should now see the OVT Scanner in the Device Manager, under Imaging Devices



4. Your scanner is now installed properly